

PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**  
**(Attorney Docket No. 12658SSUS01U)**

In the Application of:	§	Group Art Unit: 2616
Marcus O'Sullivan, Michael Frawley	§	Examiner: Ryman, Daniel J.
	§	
Serial No.: 09/748,069	§	
	§	
Filed: December 22, 2000	§	
	§	
For: A NETWORK SPANNING	§	
HETEROGENEOUS CALL CENTER	§	
AND METHOD OF OPERATION	§	

**AMENDMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Responsive to the Official Action having a mailed date of August 31, 2006, the Applicant requests the Examiner to enter this Amendment and requests reconsideration and withdrawal of all outstanding rejections culminating in allowance of the pending claims.

Amendment to the Specification – N/A

Amendment to the Claims begins on page 2 of this paper.

Amendment to the Drawings – N/A

Remarks begin on page 6 of this paper.